

| Issue | General Assistance |
|---------------------------|--------------------|
| Bankruptcy | 1% |
| Collection Agency Actions | 3% |
| Consolidation | 8% |
| Data at Issue | 24% |
| Data Needed by Client | 32% |
| Default | 27% |
| Deferment/Forbearance | 5% |
| Discharge/Cancellation | 11% |
| Garnishment | 2% |
| Repayment Plans/Amounts | 5% |
| Service Quality | 11% |
| Student Eligibility | 5% |
| Tax Offset | 4% |



